GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:518
ANSWERED ON:23.04.2001
PRIVATE COURIER SERVICE
PUNNULAL MOHALE

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Postal Department has been affected due to the increasing private courier services in the country;

(b) if so, whether the Government have constituted any special task force for speedy delivery of mail;

(c) if so, the details thereof; and

(d) the steps taken to check the callousness of the postal employees?

Answer

THE MINISTER OF COMMUNICATIONS (SHRI RAM VILAS PASWAN)

(a) to (d): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF STARRED QUE NO. 518 FOR 23RD APRIL, 2001 REGARDING PRIVATE COURIER SERVICE.

The Department of Posts, realizing the need of customers for fast, reliable and time bound services, introduced various premium products including Speed Post, Express Parcel Post, Business Post etc.The growth of the business services during the last few years has been very encouraging and is furnished below:

Revenue in 1997-98	Revenue in 1998-99	Revenue in 1999-2000
Rs. 103.15 crores	Rs. 141.76 crores	Rs. 222.44 crores

Mail volume has also witnessed consistent growth in the last few years as seen from table given below: Mail Volume (in crores)

Category of Mail	1995-96	1996-97	1997-98	1998-99	1999-2000
Registered & Unregistered					
Articles	1495.74	1509.64	1574.92	1576.64	1578.15

The Department has taken several steps to provide speedy delivery of mail which inter-alia include:-

1. Segregation of mail into Rajdhani, Metro, Green & Business mail channels to ensure expeditious processing and transmission of mail.

2. Installation of Automatic Mail Processing Centres at Chennai & Mumbai.

3. Computerization of registration sorting and computerization of transit mail offices.

4. Transmission of money orders through Very Small Aperture Terminals (VSAT) and Extended Satellite Money Order Stations (ESMOs) to ensure quick transfer of Money Orders.

Besides, the Department undertakes regular monitoring of mail routing and delivery by posting Test Letters and Trial Cardsand Live Mail Surveys at regular intervals both in rural and urban areas to identifyweak links and streamlining and improving mail transmission and delivery. Surprise checks on delivery of mail by supervisory staff and officers are also ensured in a regular manner.

In the area of Speed Post, the network of Speed Post Centres has been expanded. To enhance the satisfaction of the customers, delivery system has been restructured by creating nodal offices with dedicated delivery staff and by mechanizing wherever possible, the delivery beats.

Periodic drives are launched for effective and prompt settlement of complaints. Strict disciplinary action is taken against the staff found responsible for dereliction of duty.